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CONFIRMATION NO. 8598

Bib Data Sheet

SERIAL NUMBER 09/751,303	FILING DATE 12/28/2000 RULE	CLASS 707	GROUP ART UNIT 2176	ATTORNEY DOCKET NO. 830078.401
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APPLICANTS

Brian L. Sterling, Hoquiam, WA;
 Alex M. Johnson, Olympia, WA;

**** CONTINUING DATA** *[Signature]*
 THIS APPLN CLAIMS BENEFIT OF 60/174,071 12/30/1999

**** FOREIGN APPLICATIONS** *[Signature]*

IF REQUIRED, FOREIGN FILING LICENSE

GRANTED ** 02/14/2001

Foreign Priority claimed	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR COUNTRY	SHEETS DRAWING	TOTAL CLAIMS	INDEPENDENT CLAIMS
35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance	WA	10	10	3
Verified and Acknowledged	<i>[Signature]</i> Examiner's Signature	<i>[Initials]</i>			

ADDRESS

00500

TITLE

Method and system for customer support

FILING FEE RECEIVED 840	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees
		<input type="checkbox"/> 1.16 Fees (Filing)
		<input type="checkbox"/> 1.17 Fees (Processing Ext. of time)
		<input type="checkbox"/> 1.18 Fees (Issue)
		<input type="checkbox"/> Other _____
		<input type="checkbox"/> Credit